What is conflict de-escalation and bystander training?
These trainings vary in their methods, but all have the aim of empowering individuals, including bystanders, to prevent the escalation of conflict.

More information on how to use this resource is below.

**TRAININGS IN MASSACHUSETTS**

**Impact Boston**
Impact believes everyone has the right to be safe and the ability to protect themselves. Their self-defense programs give people the skills to stay calm and focused in unsafe situations. Their classes offer supportive spaces for women, LGBTQ+ people, people with disabilities, kids and teens of all genders, women of color, survivors of abuse and trauma, and more. Impact’s de-escalation courses teach participants to manage stress response, strategically position, enhance physical safety, and use assertive communication to diffuse hostility. The trainings use realistic scenarios and model strategies for maintaining calm and safety. These trainings can be made customizable for a variety of situations and groups.

- Boston & greater New England area
- Virtual offerings
- Contact info@impactboston.org for customized trainings
Caldera Associates

Mourning Fox has over 25 years of training experience, providing de-escalation workshops to a cross-sector audience including government offices and officials, health departments and hospitals, social service agencies, community action organizations, and law enforcement through his company Caldera Associates. The trainings discuss various techniques for de-escalation including active listening skills, understanding risks of violence, and creating a common language to discuss de-escalation. The trainings include dynamic lectures and role-playing. Fox is the former Deputy Commissioner of the Department of Mental Health and is currently the Director of Mental Health Programs for the Department of Public Safety.

Contact calderaassociatesllc@gmail.com for customized trainings

Statewide, upstate New York, and New England

Virtual offerings
Climate Disobedience Center (CDC)

The Climate Disobedience Center is a collective of climate justice organizers that runs Nonviolent Direct Action (NVDA), de-escalation, and know-your-rights trainings for community groups. The collective works to support people on the frontlines of social and environmental justice struggles, often by training activists in community safety skills. The CDC can offer trainings in de-escalation, nonviolent direct action, legal observing, know-your-rights, abolitionist police liaising, jail support, and other safety skills. CDC’s de-escalation trainers emphasize the importance of consent and solidarity with those most targeted by injustice. Training participants discuss tools for tracking the energy in a group and intervening in a conflict as well as practice personal emotional regulation before rehearsing role-plays of real life scenarios. Recently, the CDC has been working to provide these trainings to groups protecting queer pride and drag events, engaging land defense, preventing election violence, and confronting white supremacist counter-protestors.

Statewide

Virtual offerings

Contact info@climatedisobedience.org for customized trainings
Health Resources in Action

Health Resources in Action teaches de-escalation and conflict management skills to coalitions and communities through the Community Health Training Institute. They work on strategies on how to deal with conflict in emotional situations through active listening, verbal and non-verbal communication, and introducing real-life scenarios. Their staff have specialties in behavioral health, substance use, community work, and racial equity. Health Resources in Action is a non-profit consulting organization serving government, non-profits, philanthropy, and communities.

Statewide and national

Virtual offerings

Contact Tonayo Crow (tcrow@hria.org) for customized trainings

Upcoming trainings
NATIONWIDE OR VIRTUAL TRAININGS & RESOURCES

**DC Peace Team (DCPT)**
DCPT provides training in nonviolent strategies and tactics including de-escalation and bystander intervention techniques. Additionally, they provide unarmed civilian protection and accompaniment in local communities including at public events including at rallies, protests, and demonstrations.

- **Request information about customized trainings**
- **Virtual offerings**
- **Upcoming trainings**

**Training Active Bystanders (TAB)**
TAB is an innovative evidence-based program that trains participants on active bystander competencies and leads discussions on response plans in their communities. Their experienced trainers teach, ‘Training Active Bystanders’ workshops and trainings for trainers. The experienced Veterans Mediation trainers teach, communications, problem resolution, and mediation.

- **Request information about Active Bystander trainings, communication trainings, and Veteran Mediation trainings**
- **Upcoming bystander intervention trainings**
- **Virtual offerings**
Right To Be

Right To Be is a movement-building social justice organization that focuses on turning care for each other into simple, creative, and effective action. Its mission is to train communities to build a world free of harassment and filled with humanity.

- Request information about customized trainings
- Upcoming de-escalation trainings
- Virtual offerings
- Upcoming bystander intervention trainings
- Guide to the 5Ds of bystander intervention
Vision Change Win
Vision Change Win is a Black-led, queer and trans group of social justice professionals who provide consulting and program offerings for groups committed to movements for liberation. They offer a Community Safety Training series, which is a three-part workshop focused on introducing verbal de-escalation, direct action, event safety protocols, and the basics of organizational safety. These fundamentals of community safety are taught from an abolitionist and anti-oppression framework focusing on how we keep ourselves and our communities safe without relying upon the state. Individuals or groups committed to these values are welcomed to register for trainings, offered every 2nd, 3rd, and 4th Wednesday of the month on Zoom; scholarships are available.

Contact info@visionchangewin.com or Vision Change Win for customized trainings

Upcoming trainings

Virtual offerings
Cybersecurity & Infrastructure Security Agency (CISA)

A U.S. federal agency that aims to understand, manage, and reduce risk to cyber and physical infrastructure including election infrastructure.

- **Election Security report** — provides information on physical security preparedness at voting locations and election facilities.
- **Personal Security Considerations fact sheet** — outlines basic security measures to mitigate threats to personal safety.
- **De-Escalation Series and the Power of Hello resource** — provides information for critical infrastructure staff to identify potentially escalating situations, safely disengage, and report.
- **Active Shooter Preparedness video** — demonstrates possible actions that individuals can take if confronted with an active shooter scenario.

Community Relations Service (CRS)

A component of the Department of Justice, CRS works with community groups to resolve community conflicts or prevent and respond to alleged hate crimes. CRS trains representatives from government, faith organizations, law enforcement, civil rights groups, and other community organizations.

- **Request information about customized trainings**
- **Learn more about CRS’ training programs**

For a full list of nationwide trainings visit, bridgingdivides.princeton.edu/community-resources/de-escalation-resources
WHO SHOULD USE THIS RESOURCE?

De-escalation and bystander intervention resources are intended to support efforts at the local level to prevent and mitigate potential violence, harassment, and abuse.

**Local officials** such as city council members, school board members, election officials, and poll workers may want to consider utilizing de-escalation and bystander intervention tools to prepare for potentially contentious public meetings and election administration.

![Info icon] See BDI’s de-escalation guides for [local officials](#) and [poll workers](#).

**Volunteers and community members**, who are planning to attend potentially contentious meetings may use these resources to prepare and strategize and techniques to recognize and de-escalate conflict.

![Info icon] See [DC Peace Team’s de-escalation and bystander intervention guide](#). DC Peace Team is a nonprofit that empowers ordinary civilians to become nonviolent agents of sustainable peace and justice.

If your organization offers trainings like these, please reach out to [bdi@princeton.edu](mailto:bdi@princeton.edu) to be added to the directory.
WHAT CAN CONFLICT DE-ESCALATION LOOK LIKE?

Anyone (active bystander) can de-escalate tensions or harmful behavior by drawing on the CLARA method. However, before engaging in de-escalation, it is important to assess the situation, including your safety and others. Conflict de-escalation is not a technique that is appropriate for all circumstances.

C:

**calm and Center Yourself:** Check in with yourself, appear calm, centered, and self-assured even if you don’t feel it. Avoid pointing, crossing your arms, or other more aggressive postures.

L:

**listen:** Let the person vent and be sure to listen explicitly for feelings, needs, or values.

A:

**acknowledge:** Begin by acknowledging the feelings, needs, or values you have heard. [Not about agreeing with their position, statement, or behavior.] ex. “I sense your aggravation at this situation. I hear your concern for safety.

R:

**respond:** After acknowledgment, if there is a further threat of harassment or violence, offer open-ended or choice questions; address the issue; make a clear request or proposal. ex. “Will you tell me more about your concerns? “I understand you have every right to feel angry but it is not ok to threaten people here.”

A:

**assess:** Trust your instincts: If de-escalation is not working, STOP & GET HELP.